

NQUTHU LOCAL MUNICIPALITY



SERVICE STANDARDS 2018/2021



lot 83/2 Mdlalose Street

Private bag x5521

Nquthu ,3135

Tell: 034 271 6100

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www.nquthu.gov.za

Facebook page: uMasipala waseNquthu

CUSTOMER SERVICE CHARTER

This Charter sets out service standards that members of the community can expect to receive when they access our services or contact the municipality and outlines how they can help the organization to meet their expectations in the delivery of first class service standards. Our relationship with our people is governed by our constitutional and legislative as well as policy obligations.

INTRODUCTION

The Nquthu Municipality as a Local Government is mandated by the Constitution of the Republic of South Africa to:

- *Provide democratic and accountable government for local communities;*
- *To ensure the provision of services to communities in a sustainable manner;*
- *To promote social and economic development;*
- *To promote safe and healthy environment;*
- *To encourage the involvement of communities and community organisations in the matters of local government.*

The Constitution compels municipalities to strive, within their financial and administrative capacity, to achieve these objectives. Municipalities must also structure and manage their administration, budgeting and planning processes in a manner that gives priority to the basic needs of the community and promotes social and economic development.

YOUR CONSTITUTIONAL RIGHT.

The Municipality has the primary duty to realise socio-economic rights, the Constitution imposes a duty to respect, protect, promote and fulfill all the rights in the Bill of Rights.

Human rights are grouped into two broad categories. The first category comprises the so-called civil and political rights, which guarantee individual civil and political liberties. They include rights such as the right to life, freedom of expression, freedom of association, freedom of assembly, right to vote and freedom of movement, amongst others.

The second category is the economic, social and cultural rights (socio- economic rights). Socio-economic rights are those entitlements and claims that guarantee people's economic and social well-being such as food, shelter, healthcare services, water and a clean and healthy environment. The municipality has a moral and legal duty to ensure that all people have access to these basic goods and services. Accountability, openness and responsiveness give the community a role in managing the municipality. It opens up communication between the community and the municipality, thereby averting possible disagreements. Members of the community should be able to make complaints based on actual information obtained from the municipalities to better exercise their rights. They cannot, however, get accurate information unless the Municipality makes decisions in an open and transparent

manner. In addition to this, members of the community should be enabled to Participate in decision-making processes

RIGHTS OF MEMBERS OF THE COMMUNITY.

To reinforce accountability, openness and responsiveness, the Municipal Systems Act of 2000 (Systems Act) creates corresponding rights and duties for the members of the community. Municipalities must ensure that the rights are enjoyed and duties exercised.

In terms of Section 5(1) of the Systems Act, members of the local community have the right-

- (a) Through mechanisms and in accordance with processes and procedures provided for in terms of this Act or other applicable legislation to-
 - (i) *contribute to the decision-making processes ... and*
 - (ii) *submit written or oral recommendations, representations and complaints ...;*
- (b) To prompt responses to their written or oral communications ...;
- (c) To be informed of decisions ... affecting their rights ...;
- (d) to regular disclosure of the state of affairs of the municipality, including its finances;
- (e) To demand that the proceedings of the municipal council and those of its committees must be-
 - (i) *open to the public, subject to section 20;*
 - (ii) *conducted impartially and without prejudice; and*
 - (iii) *untainted by personal self-interest;*
- (f) to the use and enjoyment of public facilities; and
- (g) to have access to municipal services which the municipality provides, provided the duties set out in subsection (2) (b) are complied with.

DUTIES OF MEMBERS OF THE COMMUNITY.

In terms of Section 5(2) of the Systems Act, Section members of the local community have the duty:

- (a) when exercising their rights, to observe the mechanisms, processes and procedures of the municipality;
- (b) where applicable, and subject to section 97(1)(c), to pay promptly service fees, surcharges on fees, rates on property and other taxes, levies and duties imposed by the municipality;
- (c) to respect the municipal rights of other members of the local community;
- (d) to allow municipal officials reasonable access to their property for the performance of municipal functions; and
- (e) to comply with by-laws of the municipality applicable to them.

Since local government is the sphere of government closest to the people, municipalities are the key to successful service delivery. Municipalities are bound by the obligations in the Constitution to respect, protect, promote and fulfill the different

socioeconomic rights.

THE PROMOTION OF ADMINISTRATIVE JUSTICE ACT

The Municipality is committed to acting fairly in its decision making processes thereby fulfilling its obligation to the Promotion of Administrative Justice Act (PAJA).

The PAJA,

1. Sets out the rules and guidelines that our administrators must follow when making decisions;
2. Requires that our administrators to inform people about their rights to review or appeal and their right to request reasons;
3. Requires our administrators to give reasons for their decisions; and
4. Gives community members the right to challenge the decisions of our administrators in court.

SERVICE STANDARDS

Eight Batho Pele principles were developed to serve as acceptable policy and legislative framework regarding service delivery in the public service and the province of KwaZulu – Natal added three more principles. The Nquthu municipality commits itself to serve its customers as envisioned by the Batho Pele principles in the white Paper on the transformation of the Public Service 1997.

THESE PRINCIPLES ARE IN ALIGNED WITH THE CONSTITUTIONAL IDEALS OF:

- Promoting and maintaining high standards of professional ethics;
- Providing service impartially, fairly, equitably and without bias
- Utilizing resources efficiently and effectively.
- Responding into people's needs; the citizens are encouraged to participate in the policy-making; and
- Rendering an accountable, transparent, and development – oriented public administration.

THE BATHO PELE PRINCIPLES ARE AS FOLLOWS:

1. CONSULTATION

We undertake to consult our customers on the level and quality of services as well as development required to continue to improve living conditions of our communities;

In this regard we:

- (a) Commit to consult organized formations of labour unions, ratepayers associations, business chamber, Customer survey, interviews with individuals users, and holding meetings with consumer representative bodies, and other such interest groups and the public in general.

- (b) Hold Mayoral Izimbizo, IDP & Budget Roadshows.
- (c) Publish for public comments, the Draft IDP, Draft Budget and Draft Annual Report or any other document that legislation may prescribe for publication or Council deems it necessary for good governance.
- (d) Members of the public are encouraged to attend the Council and the Executive Committee meetings, Izimbizo, Budget and IDP Processes
- (e) Establish and ensure functionality of Ward Committees.

2. SERVICE STANDARDS

This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the service or product they receive from the department/organization.

The Nguthu Municipality is committed to the continuous improvement of the standard of service it gives to its customers. We will endeavor to provide services and manage complain in a timeous, efficient and effective manner:

In developing our Customer Care Standards, we have tried to:

- Set standard which put the Customer First, are friendly, customer focused and measurable.
- Set clear statements as to how the staff should behave in dealing with customers.
- Ensure that the staff are trained to achieve these standards and that they fully understand the standards that are expected of them

WE ARE COMMITED TO EQUAL OPPORTUNITIES AND WILL PROVIDE:

- Training for our staff to build awareness and understanding.
- Private area for the customers to discuss personal or sensitive matters.
- Clear information to direct our Customers to where they want to go.

OUR CUSTOMER CAN EXPECT OUR STAFF TO:

- Provide them with relevant, accurate and up-to-date information.
- Treat them with courtesy, respect and consideration at all times.
- Identify themselves by name (wear their name tags) and when they communicate with you, will listen and respond appropriately.
- Conduct our communications with you with efficiency, integrity, fairness, unbiased and professionalism.
- Actively seek comments on regular basis in order that we continue to develop and improve our service.

IF A PROBLEM ARISES WE WILL COMMIT TO:

- Deal with the problem promptly.
- Advise you if there will be delay in providing a solution to the problem
- Advise you of progress with long-term problems.

Advise where and who to contact in the event of dissatisfaction

(A) TELEPHONE CALLS

When phoning the offices of the Nquthu Municipality we shall ensure;

- All calls are answered within 3 rings
- Calls are answered identifying ourselves and the office
- That the person answering the call is courteous and helpful at all times.
- That the person answering the call extends themselves to assist, or makes a valuable referral.
- That you be issued with a reference number when logging a request or complaint.
- That you are not subjected to unnecessary telephone referrals. There shall be a maximum of two referrals, thereafter the person will take down your details and get back to you and,
- Queries and or complaints are responded to within 48 working hours even it means acknowledging receipt.

(B) WRITTEN ENQUIRIES / CORRESPONDENCE

We shall acknowledge both internal and external written correspondence within the stated deadline or 5 working days whichever comes first.

- Where detailed response is required, we will endeavour to respond to enquiries within 30 working days, stating the name of the employee dealing with the enquiry.
- We aim to provide clear and accurate information in response to enquiries.
- In cases of delay, an interim reply acknowledging receipt of the correspondence and explaining the reasons for the delay will be issued within 35Calendar days.
- If at 35 calendar days from the date of acknowledgement, the complaint has not been concluded , a detailed progress report must be made, under the signature of the relevant unit manager with,
 - (a) Apology of the delay.
 - (b) A full explanation of the delay.
 - (c) Details of the results of the enquiry to date if possible, the date by which a full response can be expected if possible.

However, the accounting person will do follow- ups to avoid delays.

3 ACCESS

All citizens have equal access to service rendered

In this regard;

- (a) All offices will be accessible to the physically challenged.
- (b) Discrimination on the grounds of culture, race, gender and sexual orientation will not be tolerated.
- (c) We will strive to make our services equitably available to all citizens including

those from disadvantaged communities.

- (d) Treat everyone with consideration and respect by showing friendliness and care when serving a customer.

4. COURTESY

We will endeavour to treat all our customers with courtesy and consideration.

- (a) Customers will be greeted and addressed in a friendly manner.
- (b) Rude, impolite and discourteous attitudes and behavior will not be tolerated.
- (c) The public service committed to continuous, honest and transparent communication with the citizens.

5. INFORMATION

The Nquthu Municipality recognize and is committed to fulfilling its constitutional obligation to;

- (a) Foster a culture of transparency and accountability in its affairs by giving effect to the right of access to information.
- (b) Actively promote an enabling environment in which requesters have effective access to information.
- (c) Put such necessary measures in place to render as reasonably possible for requesters of its records.
- (d) We will publish our approved IDP, Budget, Annual report, SDBIP and customer Service Charter for public information

Bearing in mind –

That the access to any information held by the Municipality may be limited to the extent that the limitations are reasonable and justifiable in an open and democratic environment based on human dignity, equality and freedom as contemplated in Section 36 of the Constitution and also as specified in Part 2, Chapter 4 of the promotion of access to Information Act.

6. OPENNESS AND TRANSPARENCY

We do recognize that openness and transparency are the cornerstones of our democracy.

- (a) A key aspect of openness and transparency is that the public should know more about the way how we operate, how well we utilize resources we consume and who is in charge.
- (b) In this regard we will engage our stakeholders / Customers in preparation particularly of our Budget and IDP every year.
- (c) Run the Municipality within the spirit of openness and transparency.
- (d) Hold adhoc meetings with local stakeholders as per need.

7. VALUE FOR MONEY

We shall endeavor to use public resources efficiently, effectively and economically. In this regard we will;

- (a) Simplify systems, processes and procedures to eliminate wastage and inefficiency.
- (b) Rigorously apply performance management systems to enhance productivity.
- (c) Identify risk areas and manage them carefully
- (d) Endeavour for optimal utilization of resources at our disposal
- (e) Procure goods and services to the best advantage of the Municipality within the applicable statutes.
- (f) Strengthen management and control to prevent fraud, corruption and mal-administration.
- (g) Treat any information on fraud and corruption seriously

8. SERVICE DELIVERY IMPACT

We shall endeavor to assess the impact of our services to the customer on regular intervals and ascertain whether we are achieving our specified objectives. In this regard we will;

- (a) Evaluate the organizational performance based on an annual performance plan on a quarterly basis
- (b) Review the performance of the Municipal Manager and Managers reporting directly to the Municipal manager on an annual basis
- (c) Review the Strategic Plan implementation yearly (IDP Review)
- (d) Prepare the Annual Report as prescribed.

9. REDRESS

We respect the right of citizens to complain if our services are interrupted or unsatisfactory; in this regard we will,

- (a) Make available to our customers, a Call Centre, Suggestion box to receive and refer complaints to the relevant departments for action.
- (b) Establish a Rapid Response Team to track redress on service delivery issues and complaints.
- (c) We undertake to investigate and respond to written complaints within 10 days of receipt either confirming action has been taken, or committing to attend to the complaint within a particular period or explaining why the municipality is not in a position to attend to the complaint

9.1. COMPLAINTS

- A complaint, in this regard, shall mean an expression of dissatisfaction with a service provided. It shall not be taken to mean fault breakdown of service or other information reports.
- It is the policy of the Nquthu Municipality that all complaints are dealt with promptly, decisively, in an objective and sympathetic manner following the complaints handling procedure.
- Any person with a complaint about any of our services is guaranteed that his/her complaint will be taken seriously and promptly investigated.
- We respect the rights of a person to complain if they think they have not received an appropriate level of service.
- We will record your name and contact details, a nature of your enquiry or complaint and immediately indicate what action we can/ intend to take in regards to your enquiry or complaint as well as the relevant time frame
- The Nquthu Municipality undertakes that following a complaint, we will acknowledge receipt of the complaint within five (5) days and inform you of the action taken within 35 working days.
- If the complexity of the matter requires a longer investigation period, you will be given a revised response time and informed of progress on the matter on an ongoing basis.
- If you are dissatisfied with the response and you think your complaint needs the attention of higher office, please make a written or verbal complaint to the relevant Director or you are welcome to contact the Municipal Manager
- If there is no response within five (5) working days, you are free to address your complaint to the relevant Director
- Complaints handling procedure shall be followed in all cases. Complaints shall be recorded and monitored to assist in improving the quality of service to our customers and identify areas needing improvement.
- Directors shall be responsible for quarterly management reviews of all complaints and feedbacks to identify system flaws or bottlenecks and to take appropriate action.

OUR BUSINESS HOURS:

- ❖ 07H30 to 16H15 from Monday to Thursday and 07H30 to 15H00 on Fridays.
- ❖ We closed on weekends

9.2 RAPID RESPONSE TEAM

The Nquthu Municipality has established a Rapid Response Team to help facilitate and fast track the resolution of widespread service delivery complaints and further

to liaise with the different and relevant stakeholders in the process of crafting collective solutions to the matters raised

Chairperson: Cllr ME Mnguni

Speaker of the Council

This office will receive and co-ordinate complaints with respect to the functioning of the ward committees and the councilors. The officials of the Office of the Speaker will direct issues raised at ward committee meetings to the relevant departments.

Postal Address: Private Bag X5521, Nquthu
Contact Number: 034 271 6100/03

9.3 ULTIMATE REDRESS

The Nquthu Municipality has made it clear that it wishes to be held accountable. To help citizens to do just that, it has made many avenues available through which redress can be sought;

Office of the Municipal Manager

Municipal Manager: Mr BP Gumbi

The Municipal Manager is the Accounting Officer of the Organization and the Head of Administration.

Postal Address: Private Bag X5521, Nquthu
Contact Number: 034 271 6100/03
Email Address: mm@nquthu.gov.za

Office of the Mayor

The Mayor: Cllr SM Kunene

Postal Address : Private Bag X5521, Nquthu
Contact Number: 034 271 6100
Email Address : mayor@nquthu.gov.za/ pamayor@nquthu.gov.za

OUR VISION

Seeking to build a people centered and developmental municipality that is financially stable , responsible and efficient and is capable in meeting people's needs and aspirations and ultimately deliver on the NDP vision.

OUR MISSION

We are a municipality committed to service delivery and working for the development and economic empowerment of all our people.

OUR CORE VALUE

We subscribe to the value system inspired by and premised on the principles of Batho Pele , which are :

- | | |
|------------------|-----------------------------|
| • Accountability | Efficiency |
| • Responsiveness | Transparent |
| • Customer Focus | self-help and self-reliance |
| • Innovation | integrity , and ubuntu |

HUMAN RESOURCES

CONTACT NUMBERS: 034 271 6100/37 BUSINESS HOURS

2ndFLOOR, NEW ADMIN BLOCK, OFFICE NO: 61

MUNICIPAL CORPORATE SERVICES

We have a mechanism to render effective Human Resources Management Services, which includes personnel provision, skills development and training, human resources maintenance and human resources motivation.

All recruitment actions will be in line with the Municipality's Recruitment and Selection Policy, the Labour Relations Act, Basic Conditions of Employment Act, Employment Equity Plan and within guidelines of the Conditions of Services Agreement(s)

- Preparation for advertisement of posts is finalised within two weeks.
- The concern Department must filled Internal Requisition Form in request of advertisement.
- Advertisement for posts holds for 14 workings days.
- Preparations of registers/ schedules of applications received are done within 5 working days.
- Interviews are conducted within 21 days from the closing date for applications.

- Shortlisted candidates are telephonically and/ or e-mail notified of the interviews 7 working days before the actual of the interview.
- All recognised workers trade unions are invited to observe the short listing and interview processes.
- Standard written questions are prepared and asked for all levels of recruitment.
- Induction is given to the successful candidate as per the Induction Policy.
- Implementation of the Employment Equity Plan is monitored quarterly through the Employment Equity Committee.
- All new appointments are reported monthly to the Corporate Services Portfolio Committee and the Executive Committee and quarterly to the Council.
- Standard exit interviews are conducted when an employee terminates services.

HUMAN RESOURCES DEVELOPMENT

We have a policy on Training and Development that provides guidelines for implementation and maintenance of sound training and development strategies and procedures.

- Training needs analysis is done from January to February each year.
- Workplace Skills Plan is reviewed by the March each year.
- Progress report on the implementation of the WSP is provided to all portfolio committees quarterly and annually.
- Course attendance nominations are attended to within two days upon receipt.
- Training and development interventions are evaluated and monitored on quarterly basis.
- Training and development policies are reviewed annually.
- Bursary applications are finalised by the end of October each year.

HUMAN RESOURCES MAINTAINANCE

- All new employees undergo induction programmes.
- Garnishee orders, stop orders and maintenance orders are processed within a day of receipt.
- Updating of personnel records is done daily.
- Personal data regarding qualifications, dependents
- Personal data regarding qualifications, residential addresses and contact number is updated on the same day of notification.
- Files are provided as soon as possible upon an official request.
- Application for medical aid is processed within a day of receipt.
- Leave applications are processed within a day of receipt.
- Leave records will be submitted to all departments monthly.

- Service termination is processed within six weeks from date of termination. Audit recommendations are responded to within 14 working days.
- Salary updates are processed on monthly basis.
- IRP 5 certificates are distributed annually.
- Property completed claims are approved for payment by the 15th of every month.

LABOUR RELATIONS

- Grievances are finalised within 2 months upon receipt.
- Supervisors are trained on grievance and disciplinary procedures once a year.
- The Local Labour Forum meets once a month.
- Misconduct cases are finalised within three months.
- Labour Relations reports are presented to Management monthly.
- Implementation of Employment Equity Plan is monitored quarterly.
- Employment Equity Report is published and submitted to the Department of Labour by the end of September every year.

OCCUPATIONAL HEALTH AND SAFETY

We shall provide and maintain, as far as is reasonably practicable, a working environment that is safe without risk to health of our employee.

- Occupational health and safety policy will be developed and reviewed as when necessary.
- We will provide and maintain all systems of work, plant and machinery that, as far as reasonably practicable, are safe and without risks to health.
- We will establish as far as reasonably practicable, what hazards to health or safety of persons are attached to any work which is performed and further establish what precautionary measures should be taken with respect to such work in order to protect the health and safety of persons and shall provide the necessary means to allay such precautionary measures.
- We provide health and safety information, instructions, training and supervision as may be necessary.
- We do not permit any employee to do any work or to produce, process, use, handle, store or transport any substance or article or operate any plant or machinery, unless the precautionary measures have been applied or taken.

Ensure that work is performed and plant or machinery is used under supervision.

ICT SERVICE STANDARDS

CONTACT NUMBERS: 034 271 6100/14 BUSINESS HOURS

1stFLOOR, NEW ADMIN BLOCK, OFFICE NO: 44

MUNICIPAL CORPORATE SERVICES

ICT SERVICE COVERS:

- The internet, wired and wireless networks
- Desk and mobile phones/devices
- Servers, desktop computers, laptops, iPad, tablet and other devices
- Data storage and management
- Corporation Systems, Applications and Software
- Disaster recovery (DR)
- Printers and MFP's (Multi-Function Printers)

ICT SERVICE DESK IS OPEN BETWEEN:

- 07:30 and 16:15 Monday to Thursday and
- 07:30 and 15:00 on Fridays.

TO CONTACT ICT SERVICE DESK

- Fill in an **ICT Service Desk** form
- Send an email to it@nquthu.gov.za
- Ring the ICT Service Desk **6114**
- Staff members can also use Cellphone **0782437295 only on emergencies**

A CALL IS RECEIVED,

It is first checked to ensure that it has been logged appropriately as one of the following types of call:

- **Incident** (Something is broken or functioning in a degraded manner)
- **Service Request** (Request can be planned)

Next, the caller will receive an email notification that the call has been logged.

The call is assessed for [Impact](#) and [Urgency](#). The combination of these two factors determines the [Priority](#) of the call which in turn determines the appropriate [Response Time](#) and [Solution Target Time](#).

The call will then be assigned to the appropriate ICT support officer who will resolve the call in accordance with the stated incident/service request response and solution targets

Incident

Priority	Response Time	Solution Target Time
Critical	Within 2 hours	Within 1 working day
High	Within 1 working day	Within 3 working days
Normal	Within 3 working days	Within 10 working days

Service Request

Response Time	Solution Target Time
Within 5 working days	Within 20 working days

HOW TO LOG THE CALL:

- Log the call with the ICT desk by filling the form, email, call or face to face.
- Assigned to ICT Officer
- If you are not happy with the progress of the call, please raise the issue with the ICT Officer who has been assigned the call

Escalation of infrastructure / network issues:

Contact – ICT Technical Team Leader: for issues relating to the IT Infrastructure which encompasses:

- Network connectivity issues

- Access to emails or internet / intranet
- Any hardware problems e.g. PC's, printers or monitors, access to the corporate filing system, creation and deletion of user accounts and telephony.

Escalation of corporate application issues

Contact – Business Account Manager

- For issues relating to Corporate Applications.
- Further escalation required.
- Call complete.
- Problem must be resolved and closed.
- Contact ICT Manager.

DEFINITION OF TERMS

ICT

“Information and Communication Technologies” broadly describes the integration of telecommunications and computers, as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.

ICT Team

The team responsible for maintaining and developing the council's ICT systems to meet and support business needs.

ServiceDesk

The ServiceDesk is the software used to record and manage much of the work carried out by the ICT Team.

Users may interact directly and indirectly with the ServiceDesk to report when things go wrong and ask for changes to ICT systems as well as find out the current status of calls logged in the ServiceDesk.

Call

A Call, or Ticket, is the generic term for any item logged in the Service Desk that may be assigned to a member of the ICT Team. A Call may describe a Service Request or Incident.

Incident

Something is broken or functioning in a degraded manner

For example:

"My laptop won't boot."

"My email inbox gives me an error when I try to open it."

"I can't open a data file today, but I was able to do it fine yesterday."

"My desktop slows down and is unusable at noon every day for 30 minutes."

"Starting my browser takes a long time, but eventually, it comes up and runs."

Service Request

A request for:

- Advice
- A standard change
 - Access to existing software
 - Access/permission changes
 - New user
 - Application upgrade

For example:

"I would like Adobe Photoshop installed on my computer."

"I need to be able to download images from my camera."

"I would like to borrow a projector to take to a meeting at a village hall." "We are moving office and need all our ICT kit to be moved as well."

Impact

Urgency is determined based on:

- Who is affected and
- The number of people affected

Urgency

1. Complete Failure - Complete loss of business critical service(s)

- a. Time critical service unable to function
- b. No telephone/email/network access at department level or above
- c. No workaround available

2. Significant Failure – Partial loss of service(s)

- a. ICT problem causing major degradation of system
- b. Important service(s) unable to run
- c. Limited workaround possible

3. Limited Failure – Inconvenienced but able to cope

- a. ICT problem causing minor degradation of system
- b. Workaround available

Priority Matrix

Once a call has been categorised by Impact and Urgency the following matrix determines the Priority of the call.

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			Urgency	
Incident		Complete Failure	Significant Failure	Limited Failure
Impact	Affect Whole Council	Critical	High	Normal
	Affects Service(s)	Critical	High	Normal
	Affects VIP	Critical	High	Normal
	Affects User	High	Normal	Normal

Response time

The time within which the ICT Team will make an initial response to a Call being logged.

Solution Target Time

The time within which a Call must be resolved (i.e. how quickly it must be fixed) or, if appropriate, a suitable workaround provided. This timeframe is determined by the Call.

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

COMMUNICATION UNIT

CONTACT NUMBERS: 034 271 6100/27 Business Hours

1ST FLOOR, OLD ADMIN BLOCK, OFFICE NO: 07

OFFICE OF THE MUNICIPAL MANAGER

COMMUNICATION UNIT

The Communication Policy is reviewed when necessary while the Communication Strategy is reviewed every year.

Publications

- (a) A Municipal external newsletter is published once per quarter and distributed.
- (b) Municipality internal newsletter (Staff Bulletin) is published every month.
- (c) An annual report is published at the end of the financial year, within 31 days of its approval by the Council.
- (d) All municipal publications are also placed on the website. Notice boards, reception for public consumption.
- (e) IDP and Budget documents are published after adoption by the Council and are available upon request by stakeholders either on hard copy or electronically.

Media Enquiries

- (i) Media enquiries are responded to immediately or within an agreed timeframe with the journalist concerned so that s/he may not miss the reporting deadlines.
- (ii) In the case of issues that are not time bound and other relevant people have to be consulted, an agreement with the journalist concerned is made as to when the enquiry will be attended to.

Media Releases

Media releases are issued:

- (i) When capital projects are initiated and launched.
- (ii) On progress on current capital projects.
- (iii) On general service delivery achievements and or challenges.
- (iv) Prior to and after every municipal public event or function.
- (v) Prior to and after every ordinary Council sitting on key issues to be tabled and

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then major Council resolutions.

- (vi) When disaster has struck in the municipal area.

Media Contact/Spokespersons:

- (ii) Our media contact person and spokesperson is the Manager: Mayor
- (iii) Our media contact person and spokesperson is available for the media 24 hours a day
- (iv) Our media spokesperson is prohibited from:
 - a. Responding to a media question with a “no comment” answer
 - b. Being unavailable when there is a “burning” issue involving the Municipality that has caught media attention
 - c. Refusing media interviews
 - d. Not honouring an appointment with the media
 - e. Arriving late for an arranged media briefing or conference
 - f. Failing to release or releasing late statements on predetermined issues
 - g. Implicating a member or employee of the Council
 - h. Providing controversial information to the media

Publicity and promotional materials:

- (a) All publicity and promotional material are given free of charge.
- (b) No item is given as publicity or promotional material unless it is branded with the municipal coat of arms
- (c) All movable assets are branded with the municipal coat of arms before they are used for service delivery
- (d) Publicity is run continuously on:
 - (i) The available mechanisms, processes and procedures to encourage and facilitate community participation.
 - (ii) The matters with regard to which community participation is encouraged.
 - (iii) The rights and duties of members of the local community.
 - (iv) Municipal governance, management and development.
 - (v) Every ordinary Council and EXCO sittings.
 - (vi) IDP/Budget consultation processes.
 - (vii) Annual Report public hearing process.

Advertisements

- (a) There are advertising policies regulating both internal and external advertisements
- (b) Advertising policies and tariffs are continuously communicated through the Municipality’s website; newsletters; notice boards and pamphlets.

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- (c) All advertisements are subject to approval by the Municipality with the following advertisements being unacceptable under any circumstances:
- (i) Advertisements for any products or services known to be harmful to health or those from manufacturers of or companies closely associated with such products;
 - (ii) Advertisements known to be deceptive; offensive or fraudulent
 - (iii) Advertisements for services or events that directly compete with any of the Municipality's activities, is incompatible with the Municipality's vision and mission, or which may injure the good name or reputation of the Municipality and or its advertisement sites.
 - (iv) Advertisement that is not factually accurate and in good taste
 - (v) Advertisement for illegal or objectionable products
 - (vi) Advertisements that contains material that misrepresents, ridicules, or attacks an individual or group on the basis of age, colour, national origin, race.

ADMINISTRATION SECTION

CONTACT NUMBERS: 034 271 6100/30/9/54/09 BUSINESS HOURS

2ND FLOOR, OLD ADMIN BLOCK , OFFICE NUMBER 21

MUNICIPAL CORPORATE SERVICES DEPARTMENT

PUBLIC PARTICIPATION

This directorate mainly inward looking and supportive of other municipal departments through provision of the following services per the standards listed hereafter:

- (a) Committees and Public Participation;
- (b) Auxiliary Services;
- (c) Registry Services
- (d) Maintenance and facilities
- (e) Customer Care

Integrated Development Planning is an approach to planning that involves the entire municipality and its citizens in finding the best solutions to achieve good long-term development.

IDP is a five-year principal strategic plan of a municipality that informs and guides all planning, management and decision making in a municipality.

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

Public participation is a crucial element of the Integrated Development Planning process (IDPs), not least because of the expectation that it strengthens their legitimacy and helps ensure that their content and strategic direction match local needs and realities. Public participation is therefore a legislative requirement in South Africa's IDP processes.

STATEMENT OF AIM:

The IDP unit aims to develop the IDP in a manner that actively engages citizens, and emphasizes the importance of building capacity and allocating resources for community participation.

WE WILL ACHIEVE THIS AIM BY:

- Contributing to **building the capacity** of the local community to participate in the affairs of the municipality and councilors and staff to foster community participation.
- **Strengthening ward committees**, giving them real responsibilities and capacitating them to undertake them;
- Supporting communities to produce **ward plans** (CBP), assisting them with **community-managed funds** to implement these plans;
- Promoting **community-based mechanisms for service delivery**, maximizing volunteer action in all aspects of community life;
- Improving the **accountability** of ward and municipal structures to each other and to the communities they serve;
- Improving the **linkages** between Municipal departments to the communities, and so to service delivery and policy.
- Upholding **mechanisms for public participation**, including IDP Representative Forums, Public Meetings and Izimbizo's.
- Establishing and improving the **functionality of the war rooms** city wide

PUBLIC PARTICIPATION WITHIN THE IDP PROCESS:

- We will allocate sufficient time to IDP consultation and participation.
- We will lay greater emphasis on inclusiveness and accountability.

We will endeavour to help you understand our processes and practices to enable you to participate fully.

- We will use extensive outreach and created institutional arrangements to enable widespread and intensive publicity.
- We will take special steps to create awareness, impart skills and build capacity (both among citizens and officials);
- We will ensure all the necessary documentation is readily available.

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- We will ensure that that public meeting times and venues are accessible and convenient.
- We will ensure all meetings are inclusive, with the use of appropriate languages.
- We will ensure that the meetings are well run and facilitated.
- We will ensure that all contributions are documented for consideration without bias.
- We will enable sustained popular involvement in the prioritizing, planning and monitoring of public projects & investments.
- We will explain our actions and decisions made.
- We will provide requires regular, detailed report-backs that speak to the issues and concerns raised at earlier meetings.

In order to make this a reality we must be guided by a series of principles:

Inclusivity - embracing all views and opinions in the process of community participation.

Diversity - In a community participation process it is important to understand the differences associated with race, gender, religion, ethnicity, language, age, economic status and sexual orientation. These differences should be allowed to emerge and where appropriate, ways sought to develop a consensus. Planning processes must build on this diversity.

Building community participation – Capacity-building is the active empowerment of role players so that they clearly and fully understand the objective of public participation and may in turn take such actions or conduct themselves in ways that are calculated to achieve or lead to the delivery of the objectives.

Transparency - promoting openness, sincerity and honesty among all the role players in a participation process.

Flexibility - the ability to make room for change for the benefit of the participatory process. Flexibility is often required in respect of timing and methodology. If built into the participatory processes upfront, this principle allows for adequate public involvement, realistic management of costs and better ability to manage the quality of the output.

Accessibility – at both mental and physical levels - collectively aimed at ensuring that participants in a public participation process fully and clearly understand the aim, objectives, issues and the methodologies of the process, and are empowered to participate effectively. Accessibility ensures not only that the role players can relate to the process and the issues at hand, but also that they are, at the practical level, able to make their input into the process.

Accountability - the assumption by all the participants in a Participatory process of full

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responsibility for their individual actions and conduct as well as a willingness and commitment to implement, abide by and communicate as necessary all measures and decisions in the course of the process.

Trust, Commitment and Respect - Above all, trust is required in a public participatory process. Invariably, however, trust is used to refer to faith and confidence in the integrity, sincerity, honesty and ability of the process and those facilitating the process. Going about participation in a rush without adequate resource allocations will undoubtedly be seen as a public relations exercise likely to diminish the trust and respect of community, to the detriment of any public participation processes.

Integration – that public participation processes are integrated into mainstream policies and services, such as the IDP process, service planning.

COMMITTEES AND PUBLIC PARTICIPATION

Support for internal structures

- (a) Secretarial support in the form of minute taking and compilation of reports is provided for Management meetings; Portfolio committees meetings; Executive Committee; Council and all the forums convened by the Municipality.
- (b) Minutes are circulated to chairperson of the committee concerned and all implementing functionaries within 48 hours of the meeting.
- (c) Minutes are circulated to members of a committee or forum with the notice of the next meeting

Support of Ward Committees System

- (a) Meetings of Ward Committees are convened as per the Annual Schedule of Meetings.
- (b) All ward committee's meetings are provided an official to take care of administrative and secretarial issues.
- (c) Ward Committees receive documents for ordinary meetings at least 48 hours before the meeting.
- (d) Ward Committees are paid their out of pocket expenses on monthly basis.
- (e) Ward Committees are transported to all their sanctioned meetings free of charge.
- (f) At least two members per ward committee, appointed by the Ward Councillor on a rotational basis, are transported to each sitting of Council.

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- (g) At least one training programme is arranged for Ward Committees each year

Public Participation, accountability and transparency

- (a) Community consultation programme for the whole year is finalized by 30 June each year
- (b) Members of the public are materially supported in terms of the Public Participation. Support Plan to attend the Council and Executive Committee meetings; law making processes; budget and IDP processes.
- (c) Reports on the implementation of Public Participation Support Plan are compiled monthly and quarterly to the Office of the Municipal Manager; Corporate Services Portfolio Committee and the Executive Committee; and Council respectively.
- (d) Data base of community structures is established and updated annually.

Council convened meetings

- (a) Invitation to meetings are issued seven days before such meetings to all stakeholders.
- (b) Where a scheduled meeting with clients cannot be attended to by an employee a written apology is submitted two days in advance.
- (c) Meetings start at scheduled times and employees adhere to those times 6. 3 Auxiliary Services

Maintenance and facilities

- (a) Office furniture and equipment are inspected monthly to determine requirements for repairs
- (b) Repairs are done within 5 days of detection or being reported.

AS MEMBERS OF THE COMMUNITY YOU HAVE THE RIGHT;

- to contribute to the decision-making processes of the municipality and submit written or oral recommendations, representations and complaints to the municipality.
- To be informed of decisions of the municipal council.
- To regular disclosure of the affairs of the municipality, including its finances.

COMMUNITY ENGAGEMENT

We make every effort to be inclusive and accountable for our organization's decisions and how they are made. We will;

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- provide our community with clear and relevant information
- engage our community on issues that affect them
- listen to our community and consider their needs and aspirations
- Offer alternative contacts or resources where an issue is not within our control.
- provide explanations for our decisions and how community feedback influenced the decision.



YOUR OBLIGATION TO US:

- To understand and exercise your right of participation
- To assume responsibility for the good governance of the City.
- To obtain copies of/ or information about the municipalities Integrated Development Plan and as far as possible seek to understand to objectives set out in the IDP.
- To actively support your Local Ward Committee.
- To attend and contribute at public meetings of the Municipality.

CUSTOMER CARE

- (a) Telephones are answered within three rings at all times.
- (b) Employees receiving cell phone allowance are accessible 24 Hours.
- (c) Employees wear name tags while on duty.
- (d) Employees introduce themselves when serving clients all the time.
- (e) Verbal queries are directed to relevant unit and responded to immediately.

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- (f) Queries and or complaints are responded to within 48 working hours even it means acknowledging receipt.
- (g) Suggestion, comments, compliments, complaints and visitors registers are kept with the Departmental Secretary in each of our internal departments

CLEANING SERVICES

- (a) Mat floors are vacuumed on Tuesdays and deep cleaned quarterly.
- (b) Tiled floors are mopped daily.
- (c) Toilets are cleaned daily in the morning and at noon.
- (d) Toilet papers are supplied daily.
- (e) Waste paper bins are cleared twice a day between 7H45 – 8H30 and 14H00 – 15H00.
- (f) Furniture is dusted and polished daily before officials assume their duties.
- (g) Windows are washed quarterly.
- (h) Glass doors are cleaned weekly.
- (i) Our cleaners are compelled to wear uniform and protective clothing at all times when on duty.
- (j) We display regulatory and information signs to avoid injuries that may result from cleaning related activities and or conditions.
- (n) Pest preventative spraying is done quarterly.

REGISTRY SERVICES

- (a) Mail is collected by 09h00am, sorted and distributed to relevant offices by 12H00 daily.
- (b) Receipt of official correspondence is acknowledged in a standard letter within two days of receipt.
- (c) Outgoing mail is collected and posted twice a day by 9am and 2am.
- (d) Faxes and circulars are circulated within thirty minutes of receipt.

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- (e) Incoming and outgoing fax messages are recorded on receipt, faxed and distributed within thirty minutes.
- (f) Filing is done within an hour of receipt.
- (g) Files and correspondence are collected and delivered at least twice a day.
- (h) Implementation and monitoring on implementation of the file plan is done daily.
- (i) All files are closed at 3cm thickness and stored away safely.
- (j) Cheques received through the post are registered in the remittance Register and delivered to the relevant sections daily.
- (k) Shredding of documents is done daily.

REPRODUCTION SERVICES

- (a) Reproduction of any documents in excess of ten pages is done at the Registry with the approval of Manager of Auxiliary Services.
- (b) Duplications are done immediately upon request.
- (c) Records of the number of copies made are recorded immediately after duplication.

LIBRARY SERVICES

CONTACT NUMBERS: 034 271 6100/284 BUSINESS HOURS

NQUTHU LOCATION NEXT TO MNGAZI HIGH SCHOOL

MUNICIPAL COMMUNITY SERVICES DEPARTMENT

The Nquthu Municipal Library Service is committed to delivering a world class library service.

NQUTHU MUNICIPAL LIBRARIES

Nquthu Municipality has 02 main libraries situated at Nondweni and Nquthu Townships and has a number of mini libraries at Mhlungwana hall, Mangwebuthanani hall (Isandlwana), Ntanyandlovu Primary, KwaNyezi Primary, Msimbu Secondary and Sicelimfundo Combined School

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Name	Located	Facebookpage	telephone	email
Nquthu Library	Nquthu Location	Nquthu Public Library	034 271 6100/60	nquthu.library@gmail.com
Nondweni Library	Section B, next to Nondweni Tax Rank	Nondweni Public Library	034 271 8999	nondwenilibrary@gmail.com



Mission

- ❖ Nquthu Public Libraries strives to provide reading material, information, technology and cultural opportunities to enrich, empower, educate and entertain people of all ages and background.

Vision

- ❖ To be the champions of long – life learning through provision of books and other materials for recreation and self-education, free access to technology and cultural information.

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Core Values

- ❖ R – Respect
- E – Education
- A – Always
- D – Determination.

Motto

- ❖ Book is a food of life.

LIBRARY MEMBERSHIP

- ❖ Library membership is free to everyone.
- ❖ One need to come at your library, fill-in the application form and submit it back to the library staff.
- ❖ The library staff will then check whether information provided is accurate and sufficient and then post a collection slip to the address provided in the application form (for verification of contact details).
- ❖ Once you receive that slip, you can then come at your library with your Id book (adults) or birth certificate (juveniles) and together with confirmation slip. The friendly library personnel will then process your card while you wait.
- ❖ Once you are given a membership card, you are then responsible for it.
- ❖ If you lose your card, you will have to pay for the replacement.
- ❖ Library membership card is not transferable; it is only used by the owner. Anything issued out under your card, you become responsible for those items.
- ❖ Our membership does not discriminate people based on age, gender, nationality or whatsoever. We give membership to everyone who qualifies to get library card.
- ❖ Library membership is valid for 2 years, once it expires the library staff renew it automatically without you re-applying.

THE BENEFITS OF HAVING LIBRARY MEMBERSHIP CARD

The library member qualifies for the following:

- ❖ Borrow library circulating material (books, DVDs, CDs, and magazines). Books and compact discs circulates for 14 days whereas with DVDs for 07 days.
- ❖ A borrower can renew (extend)an item by through telephone, email, or by in person **BUT** if that particular item is reserved by another patron, then it is not renewable.
- ❖ Access to library computers with free internet connection.

CIRCULATING ITEMS

- ❖ Adults are legible to borrow a maximum number of 10 books, 5 DVDs, 5 CDs and 02 Magazines at a time.

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- ❖ Juveniles can borrow 5 books and 5 junior DVDs. They are not permitted to loan out Compact Discs and Magazines.
- ❖ Lending of library items is free **BUT** members pay for late returns. The library also charge members for lost items, an amount equivalent to the original price of that particular item.

SERVICES AVAILABLE AT YOUR LIBRARY

- ❖ **Study area:** the library provides tables and chairs for study purpose. The library also has a group activities room for patrons who need space for discussions. The activities room caters for different projects conducted at the library e.g. moderation, meetings, storytelling, etc. It is advisable for people who wish to use this facility to reserve it at the counter. First preference is given to library related activities. Usage of this facility is free BUT for profit making gatherings or for individual gain costs are involved. The amount is determined by Nquthu Municipality and payable at Municipal Cashiers.
- ❖ **Periodical section:** the library subscribes to a number of magazines and newspapers which are recommended by the public. Every year, the library gives patrons a chance to select / choose magazines of their choice and then consolidate the list before forwarding it to the Department (Arts and Culture / Library Services) for ordering. Magazines are circulating but the library does not circulate current publications.
- ❖ **Photocopying:** The library provides photocopier which produces both color and black and white copies. The photocopier is used by members and non-members; no library card is required if one need to make a copy. An amount payable per copy is determined by the municipality based on the municipal tariffs rates.
- ❖ **Books :** The library has a vast collection of books in all categories e.g. tertiary books, reference, project books, fiction (novels), zulu books (novels), non-fiction (subject books), Picture books (children) Young Adults books (novels), textbooks and study guides. All these books are accessible to all library patrons and some can be borrowed using library card. The stock in the library is determined by the needs of the patrons. If a person can't find a book s/he in the library, she/he can request library staff to source that book.
- ❖ **DVDs and CDs:** The library does provide DVDs and CDs for the patrons to loan them out. These DVDs are subject related and entertainment. The collection is updated through public suggestions.

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COMPUTERS SECTION

- ❖ The library has a number of free computers accessible to the public and a cyber cadet to assist where necessary.
- ❖ These computers are used for typing and accessing internet **BUT** we limit access to internet only to library members **ALSO** due to the fact that we have limited computers, people have to book prior so that we can reserve computers for them.
- ❖ Library computers are used for typing, emails, Facebook, information search, online applications (for job or higher learning registration), etc.
- ❖ The library provides free basic computer training classes to people who can't use computers. The duration of trainings is 3 weeks but a person has to register prior.
- ❖ The library assists students and learners to download previous papers, timetable and their results.

IN PROVIDING OUR SERVICES WE VALUE:

- Meeting the needs of our community
- The diversity and individuality of all people
- The professionalism of our staff
- Effective communication, including your feedback on our services
- Our approachability

YOU CAN HELP US BY:

- Treating our staff and other customers politely, respectfully and courteously.
- Behaving in a manner which does not disturb other people's enjoyment of the library.
- Treating Nquthu Municipal Libraries' facilities and property with due care.
- Observing the policies on the use of libraries and library materials.
- Communicating your needs to staff clearly.
- Returning items you have borrowed, in good condition and on time.
- Participating in the activities and services offered by the library.
- Ensuring that children in your care are properly supervised while in the library.
- Taking responsibility for your personal property and safety

CLIENT FEEDBACK:

To ensure that our services are meeting your needs, your comments and suggestions are important to us.

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

Please contact us at:

: Nquthu Municipality
: 83/10 Mdlalose Street
: Private Bag x5521
: 034 271 6100

TRAFFIC DEPARTMENT

CONTACT NUMBERS: 034 271 6133/51/52

NQUTHU LOCATION, NEXT TO LIBRARY

MUNICIPAL COMMUNITY SERVICES DEPARTMENT

Aims to:

promote traffic Safety, driver compliance and fostering harmonious road relations (preventing road rage) and enhancing traffic policing / community relations. Zero tolerance attitude towards drivers and those who violate traffic law, Municipal bylaws and fail to pay traffic fine or appear in court.



We will achieve this aim by:

- To controlling and regulating all forms of traffic, attending scenes of motor vehicles collisions and assisting with traffic control, preventing second re-collisions and safe guarding the scene of the collision.
- Eliminating points of congestion, obstruction, hindrance, interference or damage to vehicles and pedestrians. Cordoning off areas where emergencies have occurred and controlling traffic.
- Promoting education and training of all age and race groups in road and traffic safety. Removing dangerous and unlicensed drivers from the road.
- Assisting disaster management with post emergency recovery and operation.
- Providing V.I.P protection as and when required.

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- High visibility of control, traffic control, law and bylaw enforcement .

DRIVING LICENCE TESTING CENTRE SECTION



- Marking of learner's license tests are computerized upon completion
- Perform oral learner's license tests
- Applications for professional driving permits
- Issuing of professional driving permits
- Issuing of learner's license's
- Issuing of driving license's
- Perform eye tests
- Conversions on to Driver Cards, issuing temporary Driver's license
- Renewal of Driver's license Cards



COMPLAINTS:

- A complaint shall mean an expression of dissatisfaction with a service delivery and or conduct of Traffic Officers.
- It is the policy of the Traffic Division Unit that all complaints are dealt with promptly, decisively, in an objective and sympathetic manner following the complaints handling procedure.
- Any person with a complaint about any of our services is guaranteed that his/her complaint will be taken seriously and promptly investigated.
- We respect the rights of a person to complain if they think they have not received an appropriate level of service.

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

ALL COMPLAINTS SHALL BE DIRECTED TO THE:

CHIEF TRAFFIC OFFICER

Private Bag X5521, Nquthu

3135

034 271 6133/51

- The Traffic Division Unit guarantees that following a complaint, we will acknowledge receipt of the complaint within five (5) days and inform you of the action taken within 30 days.
- If the complexity of the matter requires a longer investigation period, you will be given a revised response time and informed of progress on the matter on an ongoing basis.

ROAD TRAFFIC MANAGEMENT CORPORATION MPIMPA HOTLINE:

0861 400800

- Report a blatant traffic offence,
- Un-roadworthy vehicle,
- Aggressive, Irresponsible, Negligent reckless behaviour on our Road
- Also bribery and corruption

EMERGENCY SERVICES

CONTACT NUMBERS: 034 271 6102/ 034 212 2222 BUSINESS HOURS

NEXT TO TECHNICAL SERVICES DEPARTMENT

MUNICIPAL COMMUNITY SERVICES DEPARTMENT

EMERGENCY CALL CENTRE

Upon a customer phoning, we shall ensure that we:

- Not let the telephone ring more than 3 times without a response.
- Answer the phone calls promptly and identify ourselves and our office.
- Take all incident report details including details of caller, address of incident and nature of incident.

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- Dispatch emergency resources quickly and efficiently, within half a minute from time of call receipt.
- Attempt to obtain any other further incident information which may assist emergency responders to incident.
- Ensure efficient follow up and recording of all incident details in the occurrence log

FIRE & RESCUE SERVICE STANDARDS

THE AIM:

Provide a fire, rescue and humanitarian aid service

WE WILL ACHIEVE THIS AIM BY PROVIDING:

- Firefighting, rescue & humanitarian aid (24/7 basis)
- Fire prevention & protection
- In-house firefighting training & public education

The municipality has a mandate:

To receive all emergency calls, dispatch and manage emergency services resources and record data of incidents,

The strategic objectives of this function are to:

- Prevent the outbreak or spread of a fire;
- Fighting or extinguishing a fire;
- The protection of life or property against a fire or other threatening danger;
- The rescue of life or property from a fire or other danger;

DISASTER MANAGEMENT SERVICE STANDARDS

The Disaster Management section aims to assist with the safety and security of citizens within the municipal area and to provide emergency relief aid if needed.

- To ensure maximized disaster risk reduction.
- Incident and disaster response on a 24 hour basis.
- Emergency aid relief when needed in times of disastrous.

These services are offered within the Nquthu Municipal area. We believe disaster management is everybody's business; therefore we work closely with other stakeholders

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such as emergency staff and institutions, including uMzinyathi District Municipality, Traffic, EMS, and SAPS to make the municipality a safer place.



PREPAREDNESS

- Ensure that appropriate preparedness procedures are in place in order to minimize the impact of the disaster or incident when it occurs to reduce the loss of life and property.
- Ensure that appropriate planning of events and gatherings are implemented in terms of appropriate Legislation.
- Conduct risks and vulnerability assessment with a view to identify existing hazards, risks and vulnerabilities in various Communities.
- Provide public awareness and training campaigns in order to eliminate or reduce the identified risks and hazards.

RESPONSE / OPERATIONS

Ensure that on receiving a call out for the incidents from the members of the public, the disaster management team is immediately dispatched to carryout assessment with a view to determine the extent of damage caused by that incident.

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- Determine the role players to become involved in the operation.
- Ensure that a relief aid is provided to the victims of the incidents.
- Ensure that the team that does the assessment is properly trained.
- Ensure that a resource data base is established.

BUDGET AND TREASURY

CONTACT NUMBERS: 034 271 6100/05 BUSINESS HOURS

1STFLOOR, NEW ADMIN BLOCK, OFFICE NUMBER 31

MUNICIPAL FINANCE SERVICES DEPARTMENT

BUDGET AND FINANCE

- Prepare and monitor budget in terms of MFMA
- Advise Department/section regarding preparation of respective budget
- Undertake activity based costing for municipality activities
- Prepare loan register
- Prepare grant register
- Quarterly, Yearly and monthly report

EXPENDITURE

- The processing of payments to all municipal suppliers within time limits prescribed by Municipal Finance Management Act and ensures compliance with all relevant procedures and legislations.
- Ensuring supplier invoices processed for payment are certified to represent goods received, services rendered or work executed in a manner and to a standard acceptable to the relevant manager or according to contract.
- Ensuring effective payment of creditors within 30 days adhering to the section 65 of the MFMA
- The processing of remuneration to all council employees and councillors.
- Processing insurance claims for damages to council property as well as public liability claims.

REVENUE MANAGEMENT

Revenue office Ensure that:

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

- All meters are read monthly and actual readings are taken no estimates are considered in cases where the meters are inaccessible the interim reading is calculated by the system and once the actual readings are acquired in the future months the interim is reversed and the actual consumption is calculated from the last reading.
- Monthly statement is provided to customers and sufficiently payment period is stipulated on the statement to allow payment before due date.
- Customers who provided email addresses are sent statements monthly.
- All correspondence is acknowledged timeously.
- All telephonic calls are answered timeously.
- All queries where possible are resolved within 10 working days, failing which the consumer must be advised accordingly.

BILL PAYMENT

- Payments are made at cashier office in the Municipal Building.
- Stop orders at the customers' bank.
- EFT payments into the municipal account, using Erf number or account number as reference.

CONSUMER METER MOVEMENT

- When a customer is moving out of rented out property, he should notify the municipality and the last reading should be taken then the electricity will be cut off until the new tenant notifies the municipality of the intention to move in.
- The customer should complete a form for closing account
- The meter readings will be used to do final readings on the customer account

RECONNECTION OF SUPPLY

- Electricity supply is cut off in cases where the customer has tampered with the meter. reconnection will be exercised once the penalty is paid to the municipality, and reconnection fee is paid.
- In cases where the debtor defaults on payments and no arrangement is entered into between the customers and the municipality the electricity will be cut off and re-connection fee should be paid.

FREE BASIC ELECTRICITY

- Residents with prepaid meter installed by the municipality are eligible for 50KWh free basic electricity monthly.

SUPPLY CHAIN MANAGEMENT

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- To achieve supply chain system that is transparent ,fair, equitable, competitive and cost-effective in Nquthu municipality
- To ensure that fraudulent act, unethical behaviour is avoided and then mutual trust amongst officials is encouraged in SCM office.
- To give guidance to municipal officials in complying with expected administration process relating to procurement of goods and services.
- To achieve goal of Nquthu municipality by empowering BBBEE and SMME's.
- To ensure that effective service delivery has been achieved to the community by becoming catalyst of the municipality.
- To achieve local economic development throughout the municipality by assisting Small Micro Medium enterprises.

HUMAN SETTLEMENT

CONTACT NUMBERS: 034 271 6100/06 BUSINESS HOURS

2ndFLOOR, OLD ADMIN BLOCK, OFFICE NO: 29

MUNICIPAL PLANNING AND HOUSING DEPARTMENT

According to the Constitution of the Republic of South African Act No.108 of 1996 Subsection 26: Everyone has the right to have access to adequate housing. In terms of Schedule 4A of the Constitution housing is a concurrent competence between National and Provincial Governments. Local Governments play an important role to fulfil this obligation.

THE AIM:

It is to administrate and manages all the activities pertaining the provision of housing in our municipality through the Department of Human Settlements. Housing Unit is in the Department of Planning in our Municipality.

STRATERGIC HOUSING PLAN

The Provincial Department of Human Settlements (DoHS) KZN supports the role of the Housing Sector Plan (HSP) in order to achieve this alignment and to provide a housing focus to the municipal IDP. The Housing Sector Plan is a 5 year strategic plan that introduces a number of programmes to strengthen the strategic objective of sustainable

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human settlements. Housing Sector Plan reviewed after every 5 years to identify gaps and challenges and take corrective measures to address the challenges faced in housing delivery.

“The main purposes of the HSP are as follows:

- To ensure the effective allocation of limited resources (specifically financial and human) to a large pool of potential development interventions
- To provide a formal and practical method of prioritizing housing projects and obtaining political consensus for the sequencing of their implementation
- To ensure more integrated development through bringing together the relevant cross-sectoral role players to coordinate their development interventions in one plan
- To provide greater spatial linkages between the spatial development framework and the physical implementation of projects on the ground
- To ensure that there is a definite housing focus for the IDP
- To provide a critical link between integrated development planning and the practical reality of delivering housing projects on the ground

Primarily this indicates that the council has evaluated the effective provision of housing and services to prioritize projects which are to be implemented first and which are to be implemented at a later stage. This ensures that limited DoHS and municipal resources are used effectively to ensure that the communities of Nquthu are the beneficiary of a well-managed and rapid housing delivery process.

This function is done according to our Integrated Development Plan (IDP). It is the function of the municipality to render such service to the people in all wards. This type of houses is called Low-cost Income Houses or RDP houses. These houses are built into two categories, there are those built in urban areas (Greenfields) and there is also those built in rural areas called Rural INSITU housing Project.

GREENFIELD HOUSES

These types of houses are built in township or municipal areas. They are built for the people who are over the age of 21 years old.

RURAL INSITUATION HOUSING PROJECTS

These types of houses are built in rural areas or in the areas of our Traditional Council or Amakhosi through their concerns.

REQUIREMENTS OF GETTING A LOW-COST INCOME (RDP) HOUSES

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Any person can apply for the Low-cost Income House only if:

- You are a South African citizen
- You have South African Identity Document
- You stay in the Country for more than 5 years legally
- You are 21 years of age
- If you are not employed
- If you are employed but earning less than R3 500 per month.
- If you have people financial depending on you
- You are a pensioner
- You are physical challenged or disable but with proof of Medical Practitioner
- You are married or single
- You are cohabitated
- In Rural areas you must be a head of home no matter you are young or old, but only if you meet the above requirements.
- You must be having a PTO of home from Traditional Council.

BENEFICIARIES OR COMMUNITY ENGAGEMENT

The Department of Human Settlements conducts Housing Consumer Education Trainings to all wards with housing projects. The municipality also visits Waroom to provide information to the communities when needed. The aim of the trainings is to teach beneficiaries about;

- Who qualifies for the house and how to take care of the house by the beneficiary.
- To provide community with information
- To engage our community on issues that will affect them
- To provide community with explanations for our decisions and how their feedback influenced our decisions.
- Listen to our community and consider their needs and aspirations

AIM OF COMMUNITY ENGAGEMENT

- To keep our community focus
- To solve community problems
- To enable high quality development
- To fight against vandalism and
- Eradication of poverty among the community

OUR MOTTO “UMUNTU UMUNTU NGEKHAYA”

TOWN PLANNING

CONTACT NUMBERS: 034 271 6100/38 BUSINESS HOURS

2ndFLOOR, NEW ADMIN BLOCK, OFFICE NO : 53

MUNICIPAL PLANNING AND HOUSING DEPARTMENT

WE AIM TO:

- Provide a high quality Town Planning Services (Development Management and Spatial Planning) to manage development for public interest.
- Process and complete planning applications within the required statutory periods and time frames.
- Deal with requests in an efficient manner; and
- Focus on continual professional improvement.

OUR SERVICE INCLUDES;

- Determining planning and other applications in terms of planning legislation (Spatial Planning and Land Use Management Bill, 2011; KwaZulu-Natal Planning and Development Act (6/2008); Pietermaritzburg Town Planning Scheme as amended).
- Providing advice to the public prior to the submission of an application;
- Providing a post-decision service including the issuing of conditions and dealing with amendments to schemes;
- Dealing with appeals;
- Ensuring compliance with planning controls; and
- Making information relating to applications open to public for inspection at the reception/public enquiries counter.
- Ensuring that the municipality has credible Land Use Management System.
- Work alongside other Municipal Business Units and colleagues involved in the development process to ensure that the service we provide is fully coordinated.

AS PART OF OUR SERVICE:

- We are customer-focused, transparent, professional, impartial and publicly accountable;
- We are locally based with extensive local records and knowledge;
- The offices are open to visitors and callers Monday to Thursday 7:30 to 16:15 and Friday 7:30 to 15:00. And we try to make sure that there are planning officials

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

- available to provide advice during these times;
- We make information relating to all newly submitted applications available for public inspection;
- We welcome pre-application discussions on all types of development;
- We provide a dedicated pre-application service for major proposals through the Council's Development Facilitation Team;
- All applications are being processed and dealt with, within the statutory procedures and time frames.

There is a code of practice for councilors and officers dealing with planning matters

It is written for everyone who uses our services, whether you are applying for planning permission, or may be affected by a planning application or simply wants to find out more about development proposals in Nquthu.

APPLICATIONS In TERMS OF THE KWAZULU-NATAL PLANNING AND DEVELOPMENT ACT (6/2008)

The owner of land (including the municipality) or a person acting with the written consent of the owner of the land may make the following applications:

- Amendment of scheme
- Consent in terms of a scheme
- Cancellation of consent in terms of a scheme
- Subdivision of land, including agricultural land
- Consolidation of two or more portions of land
- Development of land situated outside the area of a scheme
- Phasing of approved layout plan
- Cancellation of approved layout plan
- Alteration, suspension and deletion of condition of title relating to land .
- Alteration, suspension and deletion of a condition of approval relating to land .
- Closure of municipal road
- Closure of public space

A new owner of land can continue with an application lodged by the previous owner of the land.

The municipality can make an application in respect of land that in the process of acquiring (where it is not the land owner and cannot obtain the land owner's consent).

LODGING THE APPLICATION AND THE ACCOMPANYING DOCUMENTS

WHEN AN APPLICATION IS SUBMITTED

A SPLUMA application must be complete before it can be processed. This includes

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

input from organs of State, including the components of the municipality which is responsible for the provision of engineering services.

It may also include prior approval in terms of other laws, including:

- The Subdivision of Agricultural Land Act, 1970 (Act No. 70 of 1970)
- The Provincial Roads Act, 2001 (Act No. 4 of 2001)
- The Environmental Impact Assessment Regulations, 2006 (Notice No.385 of 2006)

The application must be handed in to the municipality offices (Town Planning unit or registrar) where it is checked for its completeness.

The application must include:

- the application form
- written motivation
- proof of ownership in the form of a registered deed of the land
- the written consent of the registered owner of that land
- Copies of the layout Plan for subdivision or consolidation of land, or development outside a scheme, and
- any other plans, diagrams, documents, information or fees

Proof of ownership can be obtained from the Registrar of Deeds' Office, 300 Pietermaritz Street, phone (033) 355-6800)

A copy of the Surveyor General's Diagram/ General Plan can be obtained from the Surveyor General's Office, 300 Pietermaritz Street, phone (033) 345-1215)

RECORDS OF RECEIPT OF APPLICATION AND THE REQUEST FOR FURTHER DOCUMENTS

Once the application is lodged, the municipality must:

- Record the receipt in a register
- Notify the applicant in writing within 30 days of any documents that are still needed.
- A municipality must notify the applicant that the application is complete within 14 days after receipt of the additional documents.

If an applicant is requested to provide additional information, the applicant must:

- provide documents within 90 days, or such further period as agreed upon with the applicant, which may not be more than 180 days from the request for additional information
- decline in writing to provide the additional information required, in which case the Municipal Planning or Registrar must proceed with the processing of the

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application for municipal planning approval.

PUBLIC NOTICE

A municipality Planning Registrar may require an applicant to consult the applicant's expense by means of any combination of the methods of public notice within 14 days of notifying the applicant that the application is complete .

METHODS OF PUBLIC NOTICE

- Give notice of an application for municipal planning approval in a local newspaper that the municipality has determined as its newspaper of record contemplated in section 21(1)(b) of the Municipal Systems Act, on a day of the week that the Municipality has determined as its day of the week for the publication of notices in terms of the SPLUMA bylaw, and in a language which it has determined in terms of section 21(2) of the Municipal systems act as its official language.
- Convene a public meeting to inform the public of an application for municipal planning approval.
- Make a copy of the application available for inspection at a prominent place at a local shopping mall together with a person who can answer questions on the application.
- Display a notice on the land or at another other conspicuous and easily accessible place, the number and locations of which must be determined by Municipal Planning Registrar.

AMENDMENTS TO APPLICATION PRIOR TO APPROVAL

- An applicant may apply to amend an application for municipal approval on his or her own initiative or at the request of the Municipal Planning Approval authority.
- A Municipal Approval authority may instruct an applicant to:
 - Give written notice of an amendment to an application for municipal planning approval; or
 - To repeat provision of notice process, if, in the opinion of the Municipal Planning Approval Authority, the amendment to the application constitutes a material change to the application.

APPLICANTS' RIGHT TO REPLY

- The Municipal Planning Registrar must serve:
 - Copies of all comments received in response to a notice of an application; and
 - A notice informing the applicant of the applicant's right to respond to the

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comments and right to waive the right to respond to the comments on an applicant within 7 days after the closing date for comments.

- An applicant may, within 60 days from the date that the Municipal Planning Registrar served the comments and accompanying notice on the applicant, lodge a written response to the comments with the Municipal Planning Registrar.
- An applicant may in writing waive the right to respond to comments.

SITE INSPECTION

- If the Municipal Approval authority is a Municipal Planning authorized Officer, he/she must conduct a site inspection within 30 days from the date that an application for municipal planning approval and accompanying documents were referred to him or her.
- If the Municipal Planning Approval Authority is a municipal Planning Tribunal or the Municipal Council:
 - The Municipal Planning Tribunal must decide where to conduct a site inspection within 21 days from the date that an application for municipal planning approval and accompanying documents were referred to the Chairperson of the Municipal Planning Tribunal;
 - The Municipal Planning Registrar must in writing notify:
 - The applicant ; and
 - Any other person identified by the presiding Officer;
Of the date and time for the site inspection; and
 - The site inspection must be conducted within 60 days from the date that an application for municipal planning approval and accompanying documents were referred to the Municipal Planning Tribunal.

PUBLIC HEARING

- If the Municipal Planning Approval authority is the Municipal Planning Tribunal or the Municipal Council, the Municipal Planning Tribunal must decide whether to hold a public hearing within 21 days from the date that an application for municipal planning approval and accompanying documents were referred to the Chairperson of the Municipal Planning Tribunal.
- A hearing should only be convened if, in the opinion of the Municipal Planning Tribunal, a hearing will:
 - Assist in resolving disputes of fact or of law;
 - Assist the parties to the application to resolve differences of opinion arising from the application or any objections made thereto; or

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- Promote consensus on any aspect of the application.

PERIOD FOR MUNICIPALITY TO MAKE A DECISION

- A Municipal Council must decide on an application for municipal planning approval:
 - Within 90 days after it received the documents; or
 - Within 90 days after a Municipality resolved whether or not to amend its Integrated Development Plan to accommodate an application for municipal planning approval contemplated in section 50(6) of SPLUMA bylaw; or
 - Such further period as agreed upon with the applicant, which period may not exceed 180 days after the date that the application and accompanying documents were referred to the Municipal council.
- An application for municipal planning approval lapses, if a Municipal council failed to decide on the application within the specified period.

LODGING OF COMPLAINT

- Any person may request the Municipal Planning Enforcement Officer to investigate an alleged offence contemplated in section 88(1) of the SPLUMA bylaw.
- A written complaint in which it is alleged that a person is committing an offence as contemplated in section 87(1) of the SPLUMA bylaw must be supported by relevant documentation and other evidence.
- The Municipal Planning Enforcement Officer must within 7 days from the date of the lodgement of the complaint:
 - Acknowledge receipt of the complaint, if it contains the complainant's name, address or contact number; and
 - Invite the person against whom the complaint is lodged to submit a response within 7 days of being notified of the complaint.
- The Municipal Enforcement Officer must complete an investigation into the alleged offence contemplated in section 87(1) of SPLUMA bylaw within 60 days from the date that the complaint was lodged.
- The Municipal Planning Enforcement Officer must inform the complainant of the outcome of the investigation, if the complaint contained the complainant's name, address or contact number.

MONITORING DEVELOPMENT

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

We monitor selected planning decisions to ensure that, when development takes place, conditions imposed as part of the planning consent are complied with.

COMPLAINTS, COMMENTS AND COMPLIMENTS ABOUT THE SERVICE

Town Planning is committed to providing the best possible service to all our customers, whether you are applying for planning permission, or may be affected by a planning application or simply want to find out more about development proposals in Nquthu.

We do understand however, that you will not always agree with our decisions and ask us to investigate your concerns.

We will appreciate hearing from you if you are pleased with the service you have received or if you have any ideas for improving our service.

CONTACT DETAILS:

The **Town Planning Information** telephone is open during normal office hours.

You can write to us at the Municipal Offices:

The Manager: Town Planning

Private Bag x 5521
Nquthu
3135

You can visit us at our office:
2NDFloor, Office no: 53
New Admin Building

BUILDING CONTROL

CONTACT NUMBERS: 034 271 6100/34 BUSINESS HOURS

2ND FLOOR, OLD ADMIN BLOCK, OFFICE NO : 17

MUNICIPAL PLANNING AND HOUSING DEPARTMENT

OUR GOAL

Is to make obtaining Building Regulation Approval for your project as simple as possible.

1. To help you ensure that the work is carried out in accordance with National Building

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Regulations and BSA, using our technical knowledge and local expertise.

2. To provide the best possible professional service founded on quality, impartiality, best value and the recommendations of the Building Standards Act.
3. To monitor and actively help maintain the safety of the built environment in the Nquthu area of jurisdiction. The Council has discretionary powers to take appropriate action when buildings are dangerous to the public.

TO ACHIEVE THESE, WE AIM TO:

- To give you help and advice at the preliminary stage, before you make an application, to ensure
- it complies with parts of NBR.
- To deal with your application quickly and efficiently, within 30 days if it is below 500m² or within 60 days if it is above 500m².
- To provide a consistent and improving level of service
- To provide a technical advisory service during office consultation hours, 7:30 to 16:30.
- To carry out all inspections promptly, after notices have been submitted.
- To reply to enquiry letters and emails within ten working days.
- To liaise effectively with other internal stakeholders to help ensure that the work complies with all relevant requirements.

In addition to the above standards, the following are specific to this service:

- Building Plans will be returned for circulation immediately upon receipt of all required documentation and proof of payment of fees.
- We will carry out all requested site inspections within the next two/three working days, after submission of required notices.
- We will issue completion certificates on all projects within 2 working days of their confirmed completion, and once all the necessary documents are submitted.
- The issue of 100% of building regulation decision notices within the statutory time limit.
- Responding to emergency call out in respect of dangerous structures, where possible within 3 hours.
- Responding to other notifications of dangerous structures within 24 hours

HOW YOU can HELP?

Ensure that the building regulation application process is approved before commencing work and the builder requests inspections at all relevant stages by submitting notices

TO ENSURE YOU GET a RESPONSE TO YOUR ENQUIRY:

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If you need to speak to an inspector, avoid the peak time of the day (**09.30am to 3.00pm** when officers are often on site)

DEVELOPMENT SERVICES

CONTACT NUMBERS: 034 271 6100/34 BUSINESS HOURS

2NDFLOOR, NEW ADMIN BLOCK, OFFICE NO: 53

MUNICIPAL PLANNING, HOUSING AND DEVELOPMENT DEPARTMENT

The function of economic planning/development within the municipality is administered as follows and includes:

1. An Investment Attraction Retention & Expansion unit with two subunits, viz. Investment Attraction and Municipal Enterprises (Market)
2. Black Economic Empowerment & Entrepreneurial Development Unit (including SMME Development and Informal Trade Management)

THE MUNICIPALITY HAS A MANDATE TO:

Promote sustainable economic development and job creation.

THE STRATEGIC OBJECTIVES OF THIS FUNCTION ARE THE:

- Promotion and Attraction of inward Investment.
- Promotion of the retention and Expansion of local business.
- Promotion of Black Economic Empowerment.
- Establish of a socio-Economic data base.
- Promotion of key sectors within the economy of the town.

INFORMAL ECONOMY & STREET TRADING

- Development of Informal Economy Policy
- Development of Street Trading Policy
- Formalization of Street Trading Block Representatives
- Formalization and mainstreaming of actors functioning within specific economic sectors e.g. waste pickers.
- Formation and support of the Informal Economy Chamber
- Provision of street furniture for traders
- Provision of “No Trading” signage
- Establishment of Open Markets”
- Creation of new stalls and renovations of existing stalls within taxi ranks
- Registration of Informal Traders

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- Administration of Informal traders
- Provision of Identity Cards
- Creation, maintenance and monitoring of an Informal economy Data base
- Development & Implementation of strategic implementation programs pertaining to the informal economy
- Facilitate skill training programs

CONTACT US

The LED Sub-Unit is located at;

**Lot 83/2 Mdlalose St,
2nd Floor, Admin Block, Nquthu,
OFFICE HOURS:07:30 -16 : 15 –CLOSED AT LUNCH 12:00- 12 : 30**

HOW DOES A PERSON GO ABOUT SECURING A SITE?

1. Must be a South African Citizen and if a foreigner must have a valid work permit and passport and be above 18 years old.
2. Apply in person and should not be employed elsewhere.
3. Be prepared to work plus or minus five days a week.

ARE THERE SPECIFIC REQUIREMENTS FOR TRADING WITH FOODSTUFFS

1. Economic Development and Planning always liaise with Environmental Health Unit regarding the areas where cooking can take place.
2. It is required that anyone who wants to cook food attend Food Hygiene Course and before she/he occupies the space must be in possession of a license for food.

WHAT ARE THE RESPONSIBILITIES OF THE MUNICIPALITY?

1. All administrative activities i.e. Statements of accounts, collection of rentals, etc.
2. Liaising with traders for all issues pertaining to informal trading;
3. Providing a safe and healthy working place;
4. Development of small business/informal traders by arranging courses for their personal developments.

PROJECT MANAGEMENT

CONTACT NUMBERS: 034 271 6100/22/10 BUSINESS HOURS

NQUTHU TOWN

TECHNICAL DEPARTMENT

PROJECT MANAGEMENT

IDP

Project identifications

- The identification of projects is done through IDP processes, which include involvement of all 17 wards through based public participation in every Municipal financial year.

(a) Project selections

- Approval of IDP by the Council.

(b) Planning – user department

- DTS – ensure that identified projects are timeously planned and implemented during the next financial year.

APPOINTMENT OF CONSULTANT

- Consultants for civil engineering are appointed based on submitted proposal and tender is adjudicated in terms of council's supply chain management policy.
- Successful bidder will fill and sign a written contract (MBD-7).

DESIGN STAGES

Business Plan

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

- Feasibility study take place, project preparations – compilation of preliminary design and necessary survey i.e. land availability, risk assessments.
- Producing of rough capital plans and operational plans – details work take place.

Business Plan approval by Municipality or relevant sector department

- Project feasibility completed (municipality check and approve preliminary design report received from consultant i.e. life cycle cost, life span) or check by other relevant sector department when necessary.
- Evaluations of consultant business plan/design reports and submission to funders.

MIG registration

- Appointed consultant compile project registration, briefing the overall description of the project and rough budget for planning purposes.
- COGTA department evaluate submitted MIG-1 form to check errors and verify MIG conditions.

Recommendation of Project to MIG - MPAC

- The municipality will be invited by COGTA to MPAC meeting for presentation and ensuring project compliance, especial scope of works and cost estimate of the project.
- Then COGTA department will forward a signed project registration letter to Municipality to verify approval.

TENDER STAGES

- Consultant completes the final design of the project, which include schedule of quantities and tender documents. The normal tender period is usually 1or 2 month.

Bid Specification Committee

- Indicate the evaluation criteria in accordance with the preferential proc Publication of invitations to bidders and also ensure that relevant evaluation criteria and specifications is included in the bid documentation.
- Compiling and receiving bid documents.

Bid Evaluation Committee

Evaluate bids in accordance with specification and point system.

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- Evaluate each bidder's ability to execute the contract.
- Check recommended bidder in respect of municipal rate, taxes and municipal service charges are not in arrears.
- Submit report to the adjudication committee and recommendation regarding the award of the bid or any other related matter.

Bid Adjudication Committee

- Consider the report and recommendation of the evaluation committee.
- Ensure that all necessary quotations/bid documents have submitted.
- Ensure scoring are calculated correctly and fairness.
- Make final award or make recommendation to accounting officer in order to make the final award or make another recommendation to accounting officer.
- Notify the accounting officer at all time for changes other than the one recommended by BEC.
- Municipal appoint successful tendered according to Municipal SCM procurement processes.

APPOINTMENT OF CONTRACTORS

Appointment letter

- SCM forward letter to the successful bidder for acceptance and also forward signed letter to end user department in order to proceed with other stages.

PROJECT HANDOVER/ COMMENCEMENT OF WORK

- Project will be handed over to the contractor.
- Request or verification of contractual obligations by appointed consultant.
- Issuing of construction drawings.
- Sod turning stage – mayor department.

PROJECT MONITORING AND EVALUATION

Implementation

- The contractor proceeds with the work and ensure the quality and correctness of the work at all times.
- Appointed consultant represent the municipality during this period supervises the work carried out on the contract.

Progress Payment certificate

- Request for payment (design and construction phases)
- Municipal officials will check and authorize payment certificates in terms of cash flow and budget limitations.

Progress reports

- Consultant to prepare on-going formal monthly reporting, indicating problems, statistic information, cash flows and other technical issues.
- On-going informal reporting based on site incidents, problems uncountable in the performance of task.

Municipal officials

- Municipal officials will verify bill of quantities and do regular site visits to check values for money and ensure compliance on the grant received.

Sector Department

- Sector departments will conduct site visit to ensure the implementation of the projects meet the sector standard and provide assistance when needed.

Control and variation orders

- Municipal officials will control and make preparation of variation orders for approvals.

COMMISSIONING AND HANDOVER - PROJECT CLOSURE

- Contractor has now successfully completed the contract according to prescribed contract conditions.

Practical completion certificate

- Preparation of snag list of outstanding items that need to be completed by the contractor and issuing of practical completion certificate to the contractor.
- Ensure compliance to contractual obligation

Completion Certificate

- The consultant will issue the physical completion certificates to the contractor with the physical handover.
- Start of defect reliability period – usually 1 year

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

- Release 5% retention to the contractor.
- Thereafter the infrastructure will be recorded in the Municipality infrastructure asset register.
- Submission of as build drawings, manuals if available [printout and electronic)

Final Approval Certificate

- Submission of final close out report by consultant.
- Final retention release certificate to the contractor 5%.
- Returning original surety to the contractor.
- Finalising and closing of project account.

Operation and Maintenance

- Technical Department will ensure monitoring and evaluation on regular basics to
- ensure that the project is successful

ROAD AND STORM WATER

CONTACT NUMBERS: 034 271 6100/22/10 BUSINESS HOURS

NQUTHU TOWN

TECHNICAL DEPARTMENT

ROAD AND STORM WATER

TOWN

Road Maintenance

(a) Potholes and Patching

- Reported and complains are attended within three working days for potholes repairs and damaged road signs.
- Repair driveways and road crossings
- Maintaining of all streets in town, upgrading of gravel roads in township and perform emergency repair services as necessary.
- Attend complain from the public regarding uneven road surfaces.
- Street repairs, potholes patching, crack sealing operation, sealcoat operations and replacement of inlet drain and concrete sidewalk repair.
- Maintenance of paving and kerbs.

Road Marking and Signs

- Cross walk painting and road marking.
- Signs repair
- Replace damaged/missing road signs

Cleaning of storm water drains

- This is done on monthly basic to minimise threat of flooding in town i.e. cleaning of blockage inside chambers (ezinkondlwaneni and Nquthu CBD storm water diversion is current under construction to address flooding problems and safety convey water out of the town area)
- Clean and repair catch basins, manholes, painting and other structures

List of Equipment

- a) Pad foot Roller – BOMAG
- b) Loading – Trailer

RURAL

Access Roads

- Grading of gravel access road is done as per clustered roaster plan on weekly basics as approved by the council.
- The equipment/Plant rotates two weeks in all municipal wards and all movement is under control of the supervisor.

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

Sport fields

- Grading/shaping of sport fields is also done on roaster plan as indicated above.

Emergencies

- Urgent and emergencies are attended on Saturday if required.

List of Equipment/Plant

- All machines listed below are used by the municipality – Department of Technical services as the backbone of rural roads maintenance programme.

- (a) 2 x Motor Grader (Bell and Caterpillar)
- (b) 2 x TLB (Case and Bell)
- (c) 2 X Tipper Truck (Nissan and Power star)
- (d) Sheep foot - Heavy Roller
- (e) Excavator (Volvo)
- (f) Low bed – truck (Mercedes)
- (g) 2 x vehicle (Nissan Navara and Nissan NP 300)

BUILDING AND MAINTENANCE

CONTACT NUMBERS: 034 271 6100/22/10 BUSINESS HOURS

NQUTHU TOWN

TECHNICAL DEPARTMENT

BUILDING MAINTENANCE

Repair and Maintain Municipal Building (a) Routine Maintenance

- Responsible for the activities associated with bricklaying, pick and shovel work and maintenance of all other municipal facilities to ensure that repairs and renovation are completed within specified time frame.
- Fix or execute plastering, painting, facial board, and doors ects.
- Removing and replacing fixtures [locks, handles, taps], tests functionality and replacing broken panes, tiles, paving on walkways [measuring cutting to size]

CEMETERY, PARKS, GARDEN AND STADIUM

CONTACT NUMBERS: 034 271 6100/22/10 BUSINESS HOURS

NQUTHU TOWN

TECHNICAL DEPARTMENT

CEMETERY, PARKS, GARDENS AND STADIUMS

Routine Maintenance

- Grass cutting, Streets sweeping, weed removal, sod replacement and tree trimming using equipment such as brush cutter, streets sweepers etc.
- Picking of papers along the road and ensure that presentation of cemetery and sport fields ground are of high standard and customer expectations.
- Control of grass cutting, weeds, unwanted plant species and application of chemical and herbicide treatments as well as watering of parks and gardens.
- Clearing and maintenance of street verge vegetation and also collection of street rubbish.
- Cut and trimming lawns using lawnmowers or tools for the clearing of overgrown shrubs.
- Weeding, cleaning and shaping flowers bed using hand held gardening tools.
- Removing and or replacing refuse bags from collection bins in public areas
- Perform burial labour activities and maintains the cleanliness of the cemetery grounds and facilities.
- Insert supporting timbers to prevent collapse of side walls during burial, backfilling and levelling the site post and or/ checking the manually positioning of the site identification number slab.

List of Equipment

- (a) 5 x Brush Cutters
- (b) 1 x Vehicle (Nissan single Cab)
- (c) 1 x Loading Trailer
- (d) 1 x Tractor – with cutting device
- (e) Mini Tractor – cutter

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

ELECTRICITY

CONTACT NUMBERS: 034 271 6122 Business Hours

OPERATING HOURS ARE FROM 07:30 – 16:15

Municipal Technical Services

Provides electricity ranging from 11KV-230V to domestic ,low cost housing and commercial properties within Nquthu Municipality area of supply.

PROVISION OF ELECTRICITY SUPPLY FOR COMMERCIAL PROPERTIES WITHIN NQUTHU AREA OF SUPPLY

If the customer/ consumer have paid and have submitted all the supporting documents required by Nquthu Municipality the following applies for the provision of electricity.

- We take 10 working days to connect the customer/ consumer
- All queries where possible are resolved within 14 days, failing which the consumer must be advised accordingly.

PROVISION OF ELECTRICITY SUPPLY TO LOW COST AND DOMESTIC HOUSES

If the connection fees have been paid and the customer will be provided with electricity

- We connect them in 14 days to connect
- We connect them on pre-paid meters
- The electrification cost will not exceed R3000.00

REPLACEMENT OF STREET LIGHT

- We attend to street lights once a week or if it something major, we immediately attend to.

ELECTRICITY INTERRUPTIONS

PLANNED INTERRUPTION:

- Once we have a planned maintenance in our electrical infrastructure, Nquthu Municipality takes further steps to inform the consumers 5 days before the commencement of the works.
- Notices are being posted and fliers are handed out to the community.

UNPLANNED INTERRUPTIONS

- Unplanned interruption is attended immediately on receiving power outage.
- Power outage is restored in less than 4 hours.

FREE BASIC ELECTRICITY

- Residents with prepaid meter installed by the municipality are eligible for 50kWh free basic electricity monthly.

WASTE MANAGEMENT

CONTACT NUMBERS: 034 271 6122 Business Hours

Municipal Technical Services

The Waste Management Unit is responsible for the collection and disposal of household refuse, street sweeping and maintaining/ preserving the environment. This is a vital service that makes the city a healthy, safe and clean place to live.

STATEMENT OF AIM

The Solid Waste Management Section aims to:

- Ensure that efficient and effective basic waste management services are accessible and available
- Maintain acceptable cleanliness standards
- Promote and ensure waste minimisation
- Reduce the impact of waste
- Community engagement and education programs

The department's main functions are:

- Waste collection

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- Area cleaning
- Greening of open spaces
- Waste disposal

We will achieve this aim by:

- Ensuring that our customers are satisfied with the service we provide.
- Responding to all written correspondence and complaints within 15 working days.
- Ensuring that all correctly presented waste is collected on the correct day, and the collection area kept clear of spilt material.
- Making our collection services accessible for all customers
- Providing a range of services which allows the public to recycle as much domestic waste as possible.
- Keeping the public informed about any changes to service delivery.
- Actively promote waste awareness and recycling issues throughout the Council area.

REFUSE COLLECTION

We will:

- Collect your domestic waste on the same day each week.
- Advertise well in advance any changes to the collection service in the local press.
- Provide facilities for recycling waste.
- We will charge a commercial waste charge to each property for a skip or 240L capacity bin.
- We will continue to collect and charge for the commercial service until cancelled in writing.
- We will carry out all maintenance repairs to your commercial bin/skip (repairs include replacement lids, pins, wheels and splits).

To avoid non-collection of items,

- Please ensure that only domestic waste is bagged for collection on your nominated day.
- Making sure refuse bags are tied, and put out only on the morning of your nominated day.
- Un bagged waste or waste strewn by dogs will not be collected.

You can help us by:

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

- Minimising and recycling as much of your 'waste' as possible
- Putting the refuse bag out to the edge of your property no earlier than 07:00 and before 07:30 on your nominated day.
- Providing clear access to the bags.
- Place any waste spilt prior to pick up, back into your bag.
- Not placing waste beside and/or surrounding the bag.
- Contacting us if we have missed collecting your waste.
- Please do not place, ash, liquid, building material, hazardous material (e.g. paint thinners, batteries, gas bottles, sump oil, asbestos, motor parts, clinical waste, liquids and tires) in the bin.

Contact us for alternative disposal options:

- Stop littering, taking responsibility for your waste; use the litter bins available throughout the city.
- Make use of the waste disposal facilities throughout the city to alleviate indiscriminate dumping.
- Report incidents of illegal dumping, if possible, note the vehicle registration number and report the offender.

Please only place the following material in your recycling bag:

- ❖ paper/cardboard
- ❖ milk/juice cartons
- ❖ steel/aluminum cans

STREET SWEEPING

We provide a street sweeping service of roads in the city. The Street Sweeping Service includes the regular sweeping of all roads on a scheduled basis. Street sweepers remove litter and rubbish found on the streets, from the pavement or grass verge.

We will.

- Commence action on the same day we receive your complaint
- Provide extra resources after major events to clear areas

NONDWENI LANDFILL SITE

CONTACT US:

Telephone Number: 034 271 6122 or 034 271 6100

Fax Number: 034 – 271 6111

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

Location: Nondweni Location

The Nondweni Landfill Site is a un - engineered site operated in terms of a legal permit issued by the Department of Water Affairs and Forestry, and its operations in terms of this permit are monitored by the Department of Agriculture and Environmental Affairs. The Site is managed in a manner that ensures responsible disposal of waste in line with environmental legislation.

The Site is classified as GMB, meaning that it is a large Site that accepts general waste only. No hazardous waste is accepted on the Site. Waste is spread and covered with soil on a daily basis so as to mitigate against any environmental nuisances.

The operating hours of the Site are:

MONDAY TO FRIDAY

07:30 A.M – 04 : 15 PM

SATURDAYS AND SUNDAYS

07:00 AM - 03: 00 PM

The Site is closed on Christmas day. We are committed to providing the following services:

RECYCLING CENTRE

A recycling center is situated at the center of the Site and all recyclers or waste pickers can keep their recyclables / bags in that designated area. Entrance to the site is only limited to the recyclers / waste pickers that are registered in our database.

WEIGHBRIDGE AND BILLING SYSTEM

The waste truck entering the Site is weighed and the waste is categorised. In the meantime there is no billing system the residents are billed accordingly in the same manner and tariff specified by the municipality and the council.

We aim to provide:

NQUTHU MUNICIPALITY: CUSTOMER SERVICE CHARTER

- An environmentally friendly facility that co-exists with its neighborhood
- A facility free of any environmental nuisances
- Easy access for the disposal of waste
- A clean and safe facility
- Recycling facilities

We undertake to ensure:

- Efficient and friendly staff.
- Same-day turnaround in resolving queries.
- Compliance with environmental legislation and permit requirements.
- Adherence to all health and safety legislation.

CONCLUSION

USE OF MUNICIPAL ASSETS

We will strive to efficiently and effectively utilize Municipal assets, including, vehicles to serve our customers. Any misuse of Municipal assets will not be tolerated. If customers and stakeholders notice or suspect any misuse of Council (Municipal) assets, they must report to the Municipality (Accounting Officers) offices giving all the details necessary to deal with the misuse.

WORK ON PRIVATE LAND

- At times we may need to enter Council servitudes located on your land or home to lay new services, maintain existing services. We will seek to notify you before entering your land, even in the case of an emergency.
- We will notify you in writing if we need to lay new water mains or sewers through your land, and you will have the right to object to the proposed work within 14 days of notification.

HOW CAN YOU HELP US?

- We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service

improvement and wherever possible we will respond immediately.

- We may occasionally seek your input to random survey of how the community perceives our service and what services they need including assessments of our performance.
- Contact us using our contact methods published in this service charter
- Provide timely responses and give full and accurate information
- Treat Municipal facilities and property with due care.
- Communicate your needs to staff clearly.
- Be honest with us, and try to give us all the information we request. We will only ask for relevant information.
- Adhere to the laws of the town.
- Please take prompt action if requested to do so.
- Treat our staff with courtesy and respect
- Co-operate with our operational staff (e.g. meter readers, inspectors)
- Pay your bills, in full, before the deadline.
- Do not interfere with or allow any unauthorized person to interfere with water or electrical installations by bypassing the meters, making illegal connections or otherwise tampering with the meter.
- Ensure the electricity meters on your property are easy for us to access.
- Apply for new connections in advance to avoid delays.
- Report any vandalism and any incidents that look suspicious around municipal equipment or infrastructure to us.
- Report any water leaks, pipe bursts and unplanned interruptions.
- Adhere to the working times articulated in the Service Charter.
- Be patient for at least the times stated in the Service Charter when repairs are being carried out.
- Let us know in advance your needs for future expansion or development plans to avoid delays in providing you with the service.
- Use electricity and water efficiently and conservatively.
- Alert management to any delays in service provision.
- Provide us with feedback so we can deliver better services.

DID WE GET IT WRONG? LET US PUT IT RIGHT

We aim to provide high quality services, but occasionally things can go wrong.

If you are unhappy with our service, please tell us so that we can put things right.